

**IT Professional Technical Services
Master Contract Program
T#:902TS**

**Statement of Work (SOW)
For Technology Services
Issued By**

Minnesota State Colleges and Universities System Office

Project Title: MnSCU ITS Service Delivery Strategy

Service Category: Project Management

Business Need

The Minnesota State Colleges and Universities (MnSCU) System Office is seeking Project Management resources to assist with MnSCU's Information Technology Services strategic initiatives. The Vice Chancellor of Information Technology is facilitating the development of a Service Delivery Strategy for the MnSCU system. To meet the initiatives objectives and project milestones requires expert consultation and professional Project Management Services. The desired skills include an extensive (greater than five years) Higher Education background knowledge in: organization, governance structure, and experience working with various system-wide stakeholders.

MnSCU is not obligated to enter into any contract as a result of this Statement of Work. MnSCU may or may not proceed with work under this Statement of Work.

Deliverables

- Project Charter
- Project Plan/Timeline
- Communication Plan
- Facilitate the development of detailed Service Delivery Strategy roadmap
- Facilitate the completion of the technology inventories
- Facilitate the development of a process to identify and retire aged or under-utilized technologies
- Facilitate development of common processes and template for disaster recovery and security administration
- Coordinate and Facilitate Project and Program Meetings
- Provide Milestone Progress with Leadership

Project Schedule

- Project Start Date: July 2012
- End Date: June 30, 2013

Project Environment (MnSCU Resources)

The following list contains the MnSCU staff that will be involved in the project and their roles:

- Project Sponsor – Darrel Huish, Vice Chancellor and CIO

- Project Team – Cross Functional Representation of Stakeholders

Agency Project Requirements

The successful responder will:

- Primary work location will be off-site, with on-site visits to MnSCU System Office at 30 Seventh Street East, Suite 350 St. Paul, MN 55101.
- Work may be required, as directed at various outstate locations. Work shall be reimbursed for travel and subsistence expense in the same manner and in no greater amount than provided in the current Commissioner's Plan as defined by the Commissioner of Employees Relations.
- Vendor must comply with MnSCU's project management methodologies.
- The selected vendor will comply with all applicable MnSCU policies.

Responsibilities Expected of the Selected Vendor

Vendor will:

- Provide Senior Project Manager at the location of the project team or agreed upon MnSCU Office location.
- Meet MnSCU's project management expectations and acceptance criteria.
- Providing training/ knowledge transfer as necessary.

Required Skills (Pass/Fail)

Required minimum qualifications:

- a) Master Contract resource category: Project Manager;
- b) 7+ years of developing and managing IT Strategy Initiatives; and
- c) Knowledge of IT best practices, government statutes and education regulations relative to protecting private information.

Desired Skills

- a) Demonstrated experience (greater than five years) with Higher Education Organization and Governance Structure;
- b) Ability to manage project teams on both technical and non-technical projects;
- c) Ability to develop all required project documentation including project work plans, meeting documentation, issue tracking and status updates;
- d) Understand process and ability to develop process flow charts; and
- e) Ability to formulate, develop and present presentation materials.

Process Schedule

- | | |
|--|--------------------------|
| • Deadline for Questions | 07/09/2012, 2:00 PM CST |
| • Anticipated Posted Response to Questions | 07/10/2012 |
| • Proposals due | 07/12/2012, 10:00 AM CST |
| • Anticipated proposal evaluation & decision | 07/14/2012 |

Questions

- Prospective responders who have technical questions regarding this Statement of Work are asked to submit questions to: Nathan.Sorensen@so.mnscu.edu via e-mail by 07/09/2012 2:00 PM CST. All questions received by the due date will be sent to vendors requesting the SOW.

- Other MnSCU personnel are NOT authorized to discuss this Statement of Work before the submission deadline. Contact regarding this Statement of Work with other MnSCU personnel could result in disqualification.

SOW Evaluation Process

- Required Skills (pass/fail)
- Company (20%)
- Desired Skills (30%)
- Three References (20%)
- Cost (30%)

Statement of Work does not obligate MnSCU to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

Response Requirements

Vendor shall respond with the following:

Company overview:

- a) Company history, growth
- b) Current financial data if publicly available

Explanation of how the vendor will approach their participation in the staff augmentation. This includes:

- c) Organization and staffing (including staff qualifications, resumes, etc.)
- d) Contract/change management procedures
- e) Documentation of progress such as status reports

Detailed response to staff augmentation

- f) Resume(s) of proposed staff augmentation contractors
- g) Required Skills
- h) Desired Skills
- g) Cost

References: Provide references from three Higher Education clients.

Conflict of interest statement as it relates to this project

Required forms to be returned or additional provisions that must be included in proposal

- h) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
- i) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
- j) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
- k) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

Sealed proposals must be received at the following address not later than 10:00 AM. CST on Thursday, 7/12/2012. Proposals received after this date and time will be returned to the responder unopened. Fax and e-mail responses will not be considered.

Proposals must be submitted with the envelope or packaging plainly marked on the outside: "MnSCU ITS Service Delivery Strategy July 2012"

Institution: SYSTEM OFFICE

Name: Nathan Jay Sorensen

Title: ITS Contract and Purchasing

Address: 30 Seventh Street East, Suite 350 Saint Paul, MN 55101-7804

Telephone: 651-201-1524

The responder shall submit two (2) copies of its SOW response and a compact disc with the SOW response in Microsoft Word and/or PDF format. Proposals are to be sealed in mailing envelopes or packages with the responder's name and address clearly written on the outside.

Expiration date for vendor's price/terms guarantee June 30, 2014. Price and terms of the proposal as stated must be valid for the length of the resulting contract.

Proposals made in pencil will be rejected. Alterations in cost figures used to determine the lowest priced proposal will be rejected unless initialed in ink by the person responsible for or authorized to make decisions as to price quoted. The use of "white out" is considered an alteration.

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a this work order.

The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which

can be viewed at:

http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Nonvisual Access Standards

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.